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## When to use this form

Use this form to register or amend details for Aged Care Web Services for providers using third party software to transact with Services Australia. Only an authorised person (key personnel) can sign the form as defined in Schedule 1 of the *Aged Care Act 1997* (Cth).

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## Aged Care Web Services

To register for Aged Care Web Services, the provider will need a Provider Digital Access (PRODA) organisation account and Business to Government (B2G) devices registered in PRODA. Each device used to conduct transactions with Services Australia via Aged Care Web Services should be registered and activated under the Provider PRODA organisation Registration Authority (RA) number.

To conduct transactions via Aged Care Web Services, the provider can only use a software version approved by Services Australia with a valid software integration number (provided by Services Australia to the software vendor).

For more information about PRODA organisation, including registration of devices, go to [servicesaustralia.gov.au/proda](https://servicesaustralia.gov.au/proda)

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## For more information

- Go to [servicesaustralia.gov.au/hpwebservices](https://servicesaustralia.gov.au/hpwebservices)
- If you need assistance completing this form, contact your Software Vendor or call **1800 195 206** Monday to Friday, 8:30 am to 5 pm Australian Eastern Time.

Call charges may apply.

# Register or update for Aged Care Web Services (AC027)

## Filling in this form

You can fill and sign this form digitally in some browsers, or you can open it in Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, you can print this form and sign it.

If you have a printed form:

- Use black or blue pen.
- Print in BLOCK LETTERS.

## Provider details

### 1 Select one

- New registration
- Update registration
- End registration

### 2 Provider name

### 3 PRODA organisation RA number

Active device name

## Software details

### 4 Software vendor name

Software name

Software integration version

## Nominated services

### 5 List the nominated services below.

#### Nominated service 1

Service name

Service ID (NAPS ID)

Service type:

- Residential care
- Home care
- Transition care
- Short-term restorative care

#### Nominated service 2

Service name

Service ID (NAPS ID)

Service type:

- Residential care
- Home care
- Transition care
- Short-term restorative care

#### Nominated service 3

Service name

Service ID (NAPS ID)

Service type:

- Residential care
- Home care
- Transition care
- Short-term restorative care

#### Nominated service 4

Service name

Service ID (NAPS ID)

Service type:

- Residential care
- Home care
- Transition care
- Short-term restorative care



If you need more space, provide a separate sheet with details.



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## Terms and conditions

**6** In these terms and conditions, a reference to 'I', 'me' or 'my' is a reference to the applicant/s agreeing to these terms and conditions on behalf of their organisation and all of its personnel and agents.

### 6.1 I agree to:

- a.** comply with these terms and conditions, as amended from time to time, for Aged Care Web Services
- b.** ensure that all information I provide, and representations I make, to Services Australia, are complete and accurate
- c.** promptly notify Services Australia in the event that I consider any information provided, or representations made, by me is or may be incorrect or misleading (giving false or misleading information is a serious offence under the *Criminal Code Act 1995* (Cth))
- d.** use a version of a software product approved by Services Australia when conducting a transaction with Services Australia Aged Care Web Services. I understand that Services Australia may revoke its approval of a version of a software product at any time
- e.** not send any personal information (as defined in the *Privacy Act 1988*) to Services Australia using Aged Care Web Services
- f.** comply with the *Privacy Act 1988* (Cth) in relation to any personal information which I collect, use, disclose or handle in the course of my use of Aged Care Web Services
- g.** if Services Australia has provided me with access to the Aged Care Web Services, keep any security details related to my access confidential and secure
- h.** immediately notify Services Australia in writing if my Aged Care Web Services or PRODA individual or organisation user identification, or any associated passwords or identification issued by Services Australia in relation to my access to Aged Care Web Services, is compromised in any way.

### 6.2 I agree that:

- a.** by approving a particular version of a software product, Services Australia is not representing that the product is suitable for any purpose or that the product meets any quality standards
- b.** Services Australia may from time to time change its technical requirements in relation to the use of Aged Care Web Services, which may require me to upgrade my software
- c.** Services Australia is not responsible for any costs, losses or damage I incur in connection with Aged Care Web Services (including, without limitation, communication costs, support costs, software acquisition or losses associated with Aged Care Web Services being from time to time inoperative or inaccessible)
- d.** Services Australia may change or add to these terms and conditions at any time, by giving me notice by mail, by fax or electronically. A message sent to my business email address (as held in Services Australia's records) or by notice published on Services Australia's website [servicesaustralia.gov.au/healthprofessionals](http://servicesaustralia.gov.au/healthprofessionals) is one way of giving me notice electronically

- e.** if I use Aged Care Web Services after I have been notified of a change or addition to these terms and conditions, I will be taken to have agreed to that change or addition in respect of all uses of Aged Care Web Services after that date. These terms and conditions may not be otherwise changed orally or by conduct by me
- f.** I must ensure that my agents do not do anything that these terms and conditions prevent me from complying with these terms and conditions
- g.** Services Australia may at any time, at its absolute discretion, restrict, suspend or terminate my access to Aged Care Web Services with Services Australia, whether because of a breach of these terms and conditions or for any other reason
- h.** I may terminate this agreement with Services Australia by giving written notice to Services Australia. I understand that I will not be able to conduct transactions with Services Australia using Aged Care Web Services after I give such notice
- i.** if this agreement is terminated, my obligations under these terms and conditions will continue in respect of any claims I made using Aged Care Web Services before the date of termination
- j.** I must maintain an electronic record (in a retrievable and readable form) of all Aged Care Web Services transactions as required by the *Aged Care Act* (Cth)
- k.** I must promptly notify Services Australia of all changes to authorised persons, including the removal of a previously authorised person or the addition of a new person
- l.** I must ensure I have appropriate business and security controls in place to ensure all claims, forms and other documentation submitted to Services Australia, whether using Aged Care Web Services or otherwise, are appropriately authorised
- m.** any use of Aged Care Web Services in respect of an Aged Care Service (that is the subject of this application and terms and conditions) is taken to be a use of Aged Care Web Services by me
- n.** I must notify Services Australia in writing as soon as I become aware that an unauthorised person has submitted claims, forms or other documentation to Services Australia, whether using Aged Care Web Services or otherwise
- o.** where, as a result of claims or forms submitted by me using Aged Care Web Services or otherwise, an amount is paid to me that represents an overpayment under the *Aged Care Act 1997* (Cth), Services Australia may, at its discretion, deduct an amount equal to the overpayment from subsequent amounts which may be payable to me
- p.** I will be accessing Data Items that include protected information (as defined under section 86-1 of the *Aged Care Act 1997* (Cth)) and personal information (as defined under subsection 6(1) of the *Privacy Act 1988* (Cth)) in the course of my aged care work
- q.** I will not make a record of, disclose or otherwise use the Data Items and protected information other than in the course of my aged care work
- r.** I understand that failure to do so may be an offence under the *Aged Care Act 1997* (Cth), conviction for which is punishable by a term of imprisonment.

**6.3 These terms and conditions are issued under and are to be construed in accordance with the laws in force from time to time in the Australian Capital Territory. All parties submit to the exclusive jurisdiction of the courts of the Australian Capital Territory and courts of appeal from them. Neither party will object to the exercise of jurisdiction by those courts on any basis.**

## Privacy notice

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**7** The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information to provide payments and services. We need this information to administer the *Aged Care Act 1997* (Cth). We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to [servicesaustralia.gov.au/privacy](https://servicesaustralia.gov.au/privacy)

## Declaration

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**8 I agree to:**

- conduct transactions electronically with Services Australia using Aged Care Web Services.

**I understand that:**


- giving false or misleading information is a serious offence.

**I declare that:**

- I have authority to sign this document on behalf of the Aged Care service provider specified at question 2.
- the information provided in this form is complete and correct.
- I have read and understood the Terms and Conditions as outlined in question 6.

Authorised person's full name

Authorised person's signature



Date

### Returning this form

You must complete all applicable fields. Incomplete forms may be rejected or returned to you for further information.

Return this form and any supporting document(s) **by email** to: [devsupport@servicesaustralia.gov.au](mailto:devsupport@servicesaustralia.gov.au)

There may be risks with sending personal information through unsecured networks or email channels.